

ISLAND LODGE

User Guide



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Concept

This private eco-estate is a family orientated environment for second home owners and their families and friends to enjoy the tranquility and proximity to nature that it offers.

At the time of writing, there are approximately 70 occupied lodges spread over four lakes, with owners visiting mainly at weekends and children's holidays. Please see [here](#) for a site plan.

There are a number of guide lines to ensure that the estate is a safe, secure and peaceful environment for everyone. These are specified in the House Rules. Please be sure to familiarise yourself with them. It is also your responsibility to ensure all members of your party observe them.

Fixtures and Fittings

Water cut-off (floodcheck)

An automatic water cut-off device is shortly to be installed. It cuts the water off after 24 hours of non-use. If when you arrive there is no water, the device can be found on the left hand wall inside the boiler cupboard. Press the green button to turn the water on.

Sliding Doors

Starting with the right hand-door, turn the handle half a turn clockwise. Slide the door to the right, then open the left hand door.

Trying to open the left-hand door before the right-hand door will strain the mechanism. Please avoid this.

Wood burner

Prior to lighting the wood burner, please open one of the sliding doors of the house slightly (the house is very well sealed, which can reduce the ability of the wood burner to draw air whilst it is still cold). Also, pull open the two vents (located below the handles of the wood burner door) to their fullest extent.

Once the fire is going, please close both vents by approx. 60-75%. Failure to do this will result in the fire burning too fast and too hot. The sliding doors that you opened slightly can also be closed.

Heating

The central heating boiler heats the ground floor (via underfloor heating) and the first floor (via conventional radiators).

The first floor bathrooms have electric towel rails and electric underfloor heating.

There are 3 thermostats on the ground floor and 1 thermostat on the first floor landing.

If its cold, please don't be tempted to turn the ground floor heating too high. Due to the nature of underfloor heating, there's a lag time of a couple of hours between increasing the temperature on the thermostats and the house temperature reaching that new setting. Turning the heating too high won't increase the rate at which the house warms up, but will result in the house becoming uncomfortably hot. It will then take several uncomfortable hours for the floor to cool down again. A pleasant setting is 21 degrees.

Tumble dryer

Please use the tumble drier only to dry clothes that have first been washed. In particular, any muddy wet clothes should be hung up to dry. Alternatively, they can be dried using the heated drying rack that's kept in the utility room.

Awnings

On the remote control for the awnings, press the circular button repeatedly until you've selected the awning you wish to extend or retract. Then select extend or retract by pressing the relevant arrow-shaped button.

When all four lights on the remote are illuminated at the same time, you can extend or retract all awnings together.

For safety reasons, please keep the awnings retracted when the wind is strong (they should retract automatically when the wind gets up, but please don't rely on this).

If it rains whilst the awnings are extended, please extend them again on the next dry day to allow them to dry out.

N.B. For fire safety reasons, the awning above the wood-fired pizza oven has been disabled.

Air conditioning

The most effective way of reducing the effect of solar gain and maintaining a comfortable temperature in the house is to use the awnings, and to keep the house doors and windows (front and back) slightly open so as to allow the outside air to move through the house. However, air conditioning is available if you prefer.

There's one controller upstairs and one downstairs. Either controller will work on any unit throughout the house. Buttons to use are:

- On/off
- Temperature
- Fan (i.e. fan speed)

If the “Mode” button is accidentally pressed, please press it repeatedly until the left-hand column of the display shows an icon of an ice crystal. This is the cooling mode (and the only mode that the system supports).

Please don’t attempt to reduce the temperature below 21 degrees (this may overload the system), and please keep all windows and doors closed whilst the air conditioning is operating.

The A/C units consume a huge amount of electricity. Please be sure to turn them all off as soon as no longer needed, and certainly before you depart.

iMac, WiFi, ‘phones

Wi-Fi

The network “Guests” is available for your use. A passcode isn’t needed.

The connection is stable and reliable. It’s fast enough for all usual requirements, including HD Movie streaming.

iMac

The iMac in the study niche is there for your use. The printer/scanner is also for you to use, if needed.

Landline ‘phone

The ‘phone base/charger is in the living room. The ‘phone works throughout the house. It receives all incoming calls (01367 252308).

You can also make local calls. If you need to use the house ‘phone for national, international or mobile calls, the bar can be lifted provided you agree to cover the cost of the calls.

Mobile ‘phone

With the exception of Vodafone, the mobile signal in the area is poor.

In the unlikely event that Vodafone users experience a poor signal, a booster is available. Please let me know the mobile number/s concerned, and I’ll log you on.

TV & Audio

TV

The TV equipment comprises Samsung 3D TV, DVD, Apple TV and Sky “Now” box.

When you wish to watch TV, turn the TV on using the Samsung remote. Press the “Source” button and select “TV”.

When you want to use the DVD, Apple TV or the Now box:

1. Turn on the DVD, Apple TV or the Now box (as the case may be), using the relevant remote; and
2. Press the “Source” button on the TV remote and select the relevant HDMI input.

Note that neither the remote for the Apple TV nor the remote for the Now box have an On/Off button. Instead, press any button and the Apple TV or the Now box (as the case may be) will come on.

For movie streaming, you can access Netflix using the Apple TV - just select the Netflix icon on the Apple TV main screen. Island Lodge has its own Netflix own account, so fill your boots!

Catch-up TV (including BBC iPlayer) can be accessed using the DVD player or the Now box.

Sky Sports can be accessed via the Now box, provided you have an account. At the time of writing (May '14) Sky Sports costs £9.99 for a day pass. Please see [here](#) for more information.

The TV is 3D. There are 4 pairs of 3D glasses on the nearby coffee table. These are “active” 3D glasses, so need to be powered on.

You can find a brief 3D glasses user guide [here](#). You will also need to activate the 3D function on the TV. Please see [here](#) for instructions.

There are some 3D DVDs amongst the many DVDs kept on the bottom shelf of the kitchen island unit. Otherwise, you can activate 2D to 3D conversion on the TV. To do this, please click the above link.

Audio

Island Lodge is equipped with Sonos multi-room audio to the living room and all bedrooms. The Sonos app is installed on the iMac that's in the study niche. You can stream music from a variety of music sources.

Island Lodge has its own Napster account. When in the Sonos app, go to “Select a Music Source” and you'll see the option, “Napster by Rhapsody”.

If you prefer to control the Sonos from your handheld device, the necessary app can be downloaded from [here](#).

Lakes & Boating

Kayaks

You'll see the kayaks near the entrance door to Island Lodge. Seats, paddles, buoyancy aids and whistles are stored in the utility room.

At the end of your holiday, please put the kayaks back where you found them (stacked on their side against the woodshed wall).



As at all other times, when out on the water please respect the privacy and enjoyment of other people. In particular, when using the kayaks, please stay at least 30m from the balconies of other houses. Also, please don't shout or raise your voice.

Boat

The boat is a 14' flat bottomed fishing punt, and is kept at the side of the house. Oars and rowlocks are kept in the utility room.

There's a bung in the stern of the boat. The boat will sink unless the bung is in place and locked by hinging the top half through 90 degrees.



At the end of your holiday, please ensure the boat is pulled well up onto dry land. Please also take the bung out, so that the boat doesn't fill with rain water.

As also mentioned in the “Kayak” section above:

As at all other times, when out on the water please respect the privacy and enjoyment of other people. In particular, when using the boat, please stay at least 30m from the balconies of other houses. Also, please don't shout or raise your voice.

Lakes Closure Period

Migratory wildfowl use the lakes as a temporary home during the winter period. Also songbirds and native wildfowl establish their nests in the margins of the lakes and islands during early Spring. For these reasons, estate regulations only permit water-based activities (sailing, canoeing, fishing etc.) during the period April to October (inclusive) in each year.

Swimming

I regularly swim in the lake. On a sunny Summer morning it is an absolute joy. There are no specific or unusual safety considerations - common sense is sufficient.

[“Swimmer's Itch”](#) can be an issue at the height of the summer. This can be avoided by showering as soon as you get out of the water - the key point is not to let the lake water dry on your skin.

When swimming, please keep at least 30m from neighbours' balconies, and please keep the noise down.

Pizza Oven & BBQ

Pizza oven

If you know how to use a pizza oven, or are willing to do a little research on the net and try your hand, please feel free to have a go.

Please don't light (or allow children to light) the oven just for the sake of it.



A few pointers:

- To light the oven, please only use natural firelighters (feel free to use those beside the wood burner), kindling and firewood. Solvents and “normal” firelighters will damage the oven and taint your food. Similarly, paper will taint your food. Please don't use it - not even to light the oven.
- Please ensure that the awning above the pizza oven is retracted.
- Pizza paddles are in the utility room. Please bring them in after use.
- Once fully cool, please clear the ashes from the pizza oven. There's an ash shovel and bucket beside the wood burner.

Please bear in mind at all times that this is a wooden house. Please keep a bucket of water, the provided fire blanket and at least one of the two fire extinguishers in the house to hand at all times when using the pizza oven.

BBQ

Please feel free to use the BBQ and charcoal provided. You can start the BBQ using the “charcoal chimney”, which is the cylindrical metal container with a handle on the side. Stuff newspaper into one end (the smaller compartment), and pour charcoal into the other.

Please don't use firelighters or solvents (except the natural firelighters that can be found beside the wood burner).

A user guide for the BBQ is provided in the plastic filing box in the utility room.

For fire safety reasons, please keep the lid closed whilst the BBQ is unattended. Strong winds can develop quickly, which may blow red-hot coals out. Please bear in mind at all times that this is a wooden house!

The BBQ has been known to blow over in strong winds. Please take precautions against this, for example by re-positioning it after use and before going to bed.

Please keep a bucket of water, the provided fire blanket and at least one of the two fire extinguishers in the house to hand at all times when using the BBQ.

On-site Facilities

Spa, Pool & Gym

Full information on the spa can be downloaded via [this link](#).

Access to the swimming pool, spa and gym for rental guests is between 2PM and 5PM daily. Please do not try to access it outside these hours.

Access will only be permitted once you've had an induction session. Please call the Spa Supervisor, Josh Cox on 07767 115512 to arrange. Contrary to the information given in the spa brochure, there is no longer a charge for this service.

Towels aren't provided in the spa. You may use the blue and brown towels in the utility room. Please remember to bring them back.

TIP: arrange your induction session well in advance of your stay. Leaving it to the last minute may result in you being unable to gain access to the spa if Josh is unavailable at that time.

Bike hire

Please contact [Sam Bigwood](#) on 07921 025470 if you wish to hire bikes. It is recommended that you do so in advance of your holiday, to be sure of availability. At the time of writing (May '14), the cost is £10 per bike per day, payable to The Lakes.

Sam is also a very useful source of information on local services and facilities.

Tennis Courts

There are two tennis courts. Please book in advance at the [gatehouse](#) (01367 253161).

A tennis coach whom I can recommend is [Mark Thomas](#) (07795 517553). Mark's business is independent of The Lakes.

Massages

You may wish to book direct with [Karen Miller](#) (07870 646 637). Karen is highly recommended and can come to the house or the spa.

Karen's business is independent of The Lakes.

Fly-fishing

Huntsman's Lake (on your left as you approach Island Lodge) is stocked with trout. Fly-fishing lessons can be arranged.

Coarse fishing

I and my friends have caught pike up to 22LB and perch up to 3LB 10oz in Bowmoor Lake. Also carp up to 32LB in Clearwater Lake. You can fish from the house decking, the boat or the kayaks.

Pet hut

Home to rabbits and guinea pigs. Located near the tennis courts.

Chickens

The chicken coup is also located near the tennis courts. The gatehouse will direct you to it. If you need eggs and there are any there, please help yourself.

Herb garden

Also located near the tennis courts. If you need any herbs, please help yourself.

Vegetable garden

Located near the bird hide (see immediately below for location). A work in progress at present, but please help yourself to anything you need that is there and in season.

Bird hide

Located on the South shore of Bowmoor. Turn right onto the track as you leave the house and continue until you see a sign on your right (just before you get to the back gate) that directs you to it. An even more peaceful retreat!

Zipwire

The Gatehouse will direct you to this. Fun, and a bit scary (even for adults!). This is a supervised activity, hence is only open sometimes (some weekends).

Children's Zipwire

Again, the Gatehouse will direct you to this. This is available for your children (age up to 11) to use at all times.

Outside catering

[Paul Barnard](#) of [Tailor Made Top Nosh](#) is highly recommended.

Off Site Facilities

There's an abundance of choice, most of which can be easily found with a Google search. The concierge, [Sam Bigwood](#) (07921 025470), is a useful source of ideas, suggestions and contact details. Additionally, please feel free to ask me - I've lived in the area for several years, and have accumulated a good many contacts.

Walks

There are many delightful walks in the area. Please click [here](#) to download some suggestions.

Most routes will take you through the back gate of the development towards the river (as you leave the house, turn right onto the track and you'll reach the gate in a couple of hundred yards). The gate access code for exit and re-entry is 2359X.



Gastropubs

There's an abundance of choice. Recommendations include:

[The New Inn at Coln](#), [The Swan at Southrop](#), [The Five Aills at Filkins](#), [The Swan at Swinbrook](#) and [The Lamb Inn, Burford](#).

User guides/care

User guides

User guides for all appliances can be found in the plastic filing box in the utility room.

Decking furniture

All cushions are in the utility room. Please don't leave them out in the rain, and please bring inside before going to bed.

Knives and glasses

Please wash black-handled knives (from the knife block), wine glasses and wooden items by hand.

Although very delicate, the wine glasses aren't expensive so please do use them! I expect (and will cover) a few breakages now and again.

Owner's belongings

You'll find that you're unable to open the high level cupboards in kitchen, and some of the wardrobes. These have been locked intentionally. Please don't try to force them.

Safety

Fire

When using the BBQ and/or the pizza oven, please be sure to follow the advice given in red under the relevant sections above.

Boardwalk

Please take care on the boardwalk – the areas of timber not covered by the anti-slip treads are very slippery when wet. Please take particular care at the right-angled turn, where the anti-slip treads are parallel to your direction of travel.

First Aid Kit

There is a first aid kit in the utility room. Hopefully you won't need it!

Help and Advice

Housekeeper

If you need to arrange any domestic help - for example, the fridge or freezer to be filled in advance of your visit or during your stay, please contact [Vicki](tel:07810835043) (07810 835043).

Cot and high chair

You'll find a high chair in the utility room and a cot in the end wardrobe of the middle bedroom. You may need to refer to the user guide to assemble the cot, as there's a knack to making the rods lock into place.

Luggage trolley

A green plastic cart is provided to help you move your luggage from the parking space to the house. You'll find it either beside the parking space, or adjacent to the house.

Problems / questions

If you have any problems or questions, please feel free to contact me, Peter Clifford:

enquiries@island-lodge.co.uk

t: 020 7493 2121

m: 07786 375706

Useful contact details

(please click the name for email):

Gatehouse: [Hannah or Kishor](#) (01367 253161)

House keeper: [Vicki](#) (07810 835043)

Concierge: [Sam](#) (07921 025470) (not there Sundays or Mondays)

Spa supervisor: [Josh](#) (07767 115512) (not there Wednesdays or Thursdays)

Peter Clifford, May 2014

www.island-lodge.co.uk